



**Maine
New Hampshire
Vermont**

September 5-7, 2012

Hosted by NHDOT at:

**Church Landing at Mill Falls
281 Daniel Webster Highway
Meredith, NH
www.millfalls.com**

Wednesday, September 5

7:30 am to 8:45 am

Registration / Breakfast

8:30 am

Welcoming Remarks from New Hampshire Department of Transportation

Concurrent Sessions

8:45 am to 10:15 am

- **Succession Planning—Bill O'Brien**
- **Advanced Mobility Device Securement Intro—Ken Hazeltine**
- **Drug & Alcohol Updates—Ryan Quintal and Brianne Roy**

10:30 am to 12:00 pm

- **Customer Service—Bill O'Brien**
- **Driver Safety & Personal Security—TBA**
- **Regional Coordination Efforts: A Roundtable Discussion moderated by Bev Ward**

12:00 pm – 1:30 pm

Luncheon & Featured Speakers

- **Peter Rogoff—FTA Administrator**
- **Christopher D. Clement, Sr.—NHDOT Commissioner**

2:00 pm to 4:30 pm

Keynote Speaker: Charles Marshall

- **Customer Service with a twist!**

Dinner on your own

Enjoy one of the many fine restaurants in Meredith Village & Harbor

Thursday, September 6

7:30 am to 8:45 am

Registration / Breakfast

Concurrent Sessions

8:30 am to 10:00 am

- **Transit Marketing—Jane Marlow Cutter & Andrea Knowles**
- **Environmental Justice & Title VI updates—Rich Garrity**
- **Fleet & Maintenance Forum (Part 1 of 2)—NEPTA presenters**

10:15 am to 11:45 am

- **Sponsorships & Fundraising panel—moderated by Gary Daniels**
- **Finances Matter: Cost Principles & Federal Rules—Rich Garrity**
- **Fleet & Maintenance Forum (Part 2 of 2)—NEPTA presenters**

12:00 pm – 1:30 pm

Luncheon & Featured Speakers

- **Dale Marsico—CTAA Executive Director** (*invited*)
- **Art Guzzetti—APTA Vice President of Policy**

1:30 pm to 4:30 pm

Vendor Fair & Expo

- **Spend time inside & out learning about quality products & services!**

7:00 pm – 10:00 pm (Boarding begins at 6:15 pm)

Dinner Dance Cruise on MS Mount Washington: live band & buffet

Friday, September 7

7:30 am to 8:45 am

Breakfast

Concurrent Sessions

8:30 am to 10:00 am

- **Veterans' Transportation—Beverly Ward & Robert O'Leary**
- **National RTAP Products & Next Steps—National RTAP Staff**

10:15 am to 11:30 am

State Transit Association Meetings

11:30 am to 1:00 pm

2013 Conference Committee Meeting

Committee members only

PLEASE COMPLETE & SUBMIT ONE FORM PER CONFERENCE ATTENDEE

Name: _____
Organization: _____
Address: _____
Phone #: _____
E-Mail: _____

Special Accommodations: _____

If you are a member of a state transit association, please circle which state: **ME NH VT**

I will attend:	My guest/spouse will attend:
<input type="checkbox"/> Wednesday, September 5 th	<input type="checkbox"/> Wednesday, September 5 th
<input type="checkbox"/> Thursday, September 6 th	<input type="checkbox"/> Thursday, September 6 th
<input type="checkbox"/> Friday, September 7 th	<input type="checkbox"/> Friday, September 7 th
<input type="checkbox"/> Big Night Out Dinner Cruise	<input type="checkbox"/> Big Night Out Dinner Cruise

Please circle the appropriate conference fees you will be paying:

Conference Registration Fees	Before 8/22	At the Door
State Transit Association Members	\$50	\$75
Non-Members	\$75	\$100
*Spouse/Guest	\$75	\$100
Total Registration Fees enclosed	\$_____	

- * Spouse/Guest fees includes meals & Big Night Out Dinner Cruise only, no admission to sessions
- Payment must be included with registration and credit cards are not accepted
- Please make checks payable to **ADVANCE TRANSIT**

Please submit registration to:

Advance Transit
c/o: Tri-State Transit Conference
PO Box 1027
Wilder, VT 05088

Keynote Speaker: Charles Marshall—Humorous motivational speaker

Charles has been a full-time speaker since 1991 and has traveled the country performing in countless venues across the United States. With over 18 years of full-time experience as a corporate speaker and comedian, he has mastered his craft. Charles will deliver an original program to the Tri-State Transit Conference that you'll not only relate to, but will have you rolling in the aisles and talking about for months afterwards. Charles will provide poignant insights and salient strategies in regard to customer service that you will immediately connect with. Charles is also the author of the modern day motivational classic *Shattering the Glass Slipper*, whose central message is that success is available for all who harness, develop, and apply their Seven Powers. Charles is a full-time, professional comedic motivator that makes his living doing nothing but providing only the best, original material that will inspire and motivate you and your staff to continue to provide quality customer service and valuable transportation services.

Host Venue: Church Landing & The Inns at Mill Falls

The conference center is located in the Church Landing building, which has a limited room block for a conference rate of \$179 per night. Three other host properties have available and discounted room blocks and are located across the street or down the boardwalk from Church Landing, just a short walk away. These room blocks include Mill Falls at \$109 per night, Bay Point at \$139 per night, and Chase House at \$139 per night. To find out what property is right for you visit www.millfalls.com/inns

Reservations can be made online or by phone:

- Visit www.millfalls.com and use **Group Code 20N7L1**
- Call **1-800-622-6455** & mention Tri-State Transit Conference



Big Night Out: Dinner Dance Cruise aboard MS Mount Washington

Come aboard the MS Mount Washington for a dinner dance cruise as we charter the entire ship! The MS Mount Washington is a 230', four level boat that has three dance floors on which you can dance the night away. A buffet dinner, local band, and views of picturesque Lake Winnepesaukee (the big lake) will help you enjoy your evening out with colleagues. The boat will pick you up dockside, a stone's throw from the conference center, which is an easy stroll from all the host hotel properties.

